

# JOB DESCRIPTION



<b>Job Title:</b> HR Operations and Recruitment Officer
<b>Department:</b> Human Resources
<b>Faculty/Central Service:</b> Central Service
<b>Location:</b> London
<b>Reports to:</b> Head of HR Operations, Recruitment & Systems
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Grade:</b> Grade 5
<b>Overall Purpose of the job:</b> To provide high-level HR administrative and advisory support for the delivery of a professional HR service to managers and staff within your designated Faculty. You will be responsible for administering central HR operational processes including (but not limited to) recruitment, job evaluation and grade review, contract administration, eligibility to work compliance, system testing, audit support, and coordination of HR data responses.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities. Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

To find out more please visit our [Introducing LSHTM page](#).

## Our Values

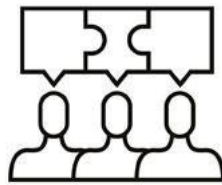
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with  
integrity**



**Embrace  
difference**



**Work  
together**



**Create  
impact**

### Main Duties and Responsibilities

#### Recruitment Management

- Manage the end-to-end recruitment process, ensuring procedures are followed efficiently and in a timely manner
- Coordinate interviews, liaise with hiring teams and line managers to ensure smooth recruitment campaigns
- Issue offers of employment and process contracts, ensuring all eligibility to work documentation is verified and maintained
- Advise recruiting managers on recruitment schedules, advertising strategies, job descriptions, person specifications, and remuneration
- Provide timely responses to staff and applicant enquiries via telephone and email

#### Immigration and Compliance

- Work alongside the Staff Immigration and Compliance Officer, providing cover during periods of leave and high workloads
- Deliver UKVI administrative support to managers and staff in accordance with LSHTM and UKVI policies
- Provide expert advice and guidance on visas and immigration matters to recruiting managers, employees and applicants
- Ensure accurate and timely submission of visa applications
- Monitor and maintain up-to-date eligibility to work documentation for existing staff with visa requirements
- Ensure all compliance paperwork is accurately recorded and up to date

#### Contract and Employee Administration

- Process new starters and leavers, ensuring accurate and timely data input into iTrent
- Issue accurate letters of appointment and contracts efficiently

- Advise managers on fixed-term contracts and funding extensions, producing timely contract amendments in line with legislation
- Administer contract amendments relating to family leave
- Liaise with Payroll to ensure correct payments are made
- Manage Probation and Fixed Term Contract procedures with managers
- Calculate redundancy payments with accuracy and process all associated documentation

#### **Job Evaluation and Grading**

- Conduct HERA grading evaluations for recruitment purposes in accordance with LSHTM policy and procedure
- Organise and coordinate regular HERA review panels
- Support line managers and applicants throughout the HERA process
- Process outcome letters and documentation promptly and accurately

#### **Policy Advisory and Support**

- Meet with staff and managers to advise on best practice on relevant policies related to Recruitment and HR Operations
- Escalate complex situations appropriately
- Support the interpretation and application of employment law in everyday HR processes

#### **Administrative and Operational Support**

- Coordinate meetings for the Head of HR Operations, Recruitment and Systems, including preparing agendas, taking minutes, monitoring actions and following up on outcomes
- Support audit requests across all relevant areas
- Maintain filing systems on a weekly basis
- Provide cross-team support, ensuring workloads are covered and service continuity is maintained during absences
- Conduct UAT testing on a regular basis
- Undertake any other duties reasonably delegated by your line manager

### Generic duties and responsibilities of all LSHTM employees

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Head of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

**This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual Performance and Development Review (PDR).**

## PERSON SPECIFICATION

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively.

Applicants will be shortlisted solely on the extent to which they meet these requirements.

<b>Competency</b>	<b>Evidence</b>	<b>E/D</b>
<b>Education, Qualifications and Training</b>	Undergraduate degree or CIPD Level 5 qualification, or equivalent significant HR professional experience	E
<b>Experience</b>	Strong track record of providing proactive and responsive HR advice and support to managers	E
	Significant experience of managing high volume recruitment campaigns.	E
	Extensive experience using and maintaining HRIS systems (preferably iTrent)	E
	Experience of working with job evaluation tools preferably HERA.	E
	Demonstrable experience handling high-volume, deadline-driven requests in a calm, diplomatic manner	E
	Evidence of having a detailed working knowledge of UK immigration regulations, with proven experience of working with UKVI compliance processes and reporting.	E
	Significant experience of using an Applicant Tracking System (preferably Stonefish).	E
	Proven ability to organise and prioritise work to successfully achieve targets and objectives	E
	Experience of working within an HR central service environment (preferably in the HE sector)	E
<b>Knowledge</b>	Strong understanding and application of Employment Law in everyday HR processes and procedures	E
<b>General</b>	Excellent communication skills: verbal, written and presentations.	E

	Ability to build and sustain effective professional relationships within HR and across the wider organisation	E
	Strong customer focus with thorough understanding of stakeholder needs	E
	Excellent planning and organisational skills with ability to meet short, medium and long-term deadlines	E
	Advanced IT skills including MS Office and ability to extract and analyse data from HRIS	E
	Highest levels of integrity, confidentiality and sensitivity.	E
	A commitment to supporting LSHTM's values and EDI policies and procedure and safeguarding.	E

E-Essential: Requirement without which the job could not be done

D-Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: Oct 2025

## Salary and Conditions of Appointment

**Contract:** Permanent, full-time (35 hours per week, 1 FTE)

**Salary:** Grade 5: £39,984 - £45,728 per annum (inclusive of London Weighting)

**Annual Leave:** 30 working days per year plus discretionary "Wellbeing Days" (pro rata for part time staff.)

**Pension:** Membership of the Pension Scheme available

**Hybrid Working:** LSHTM operates a Hybrid Working Framework which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), to promote greater wellbeing and work/life balance. Please note that roles based in London are required to work on-site a minimum of two days per week.

## Application Process

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date.

We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

The supporting statement section should set out how your qualifications, experience and training meet each of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV", "Yes" or "No" will not be considered acceptable and will not be scored.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## Asylum and Immigration Statement

LSHTM will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

Applications from candidates who require sponsorship to work in the UK will be considered alongside other applications but due to the salary range for this role not meeting the UKVI requirements, only applicants under certain circumstances may qualify for sponsorship for this role. Please refer to the details on the Skilled Worker visa pages to check if you are able to be paid below the [general threshold](#). Please indicate this in your application and proceed if you are able to meet the requirements.

Applicants who do not currently have the right to work in the UK will have to satisfy UK Visas & Immigration regulations before they can be appointed.

Further information about Sponsorship and eligibility to work in the UK, can be found on the [government immigration rules page](#).